

**Department of Public Works and Transportation  
Montgomery County, Maryland**

***DIVISION OF SOLID WASTE SERVICES***

**National Solid Waste Association of North America Waste Reduction,  
Recycling and Composting Division's Recycling Systems,  
2007 Gold Excellence Award**



**WASTE TO GAINS...** The Montgomery County Council on Jan. 22 recognized the County's Division of Solid Waste Services on being honored for earning the national Solid Waste Association of North America Waste Reduction, Recycling and Composting Division's Recycling Systems' 2007 Gold Excellence Award. The County's Materials Recovery Facility accrued approximately \$3.4 million in revenue from commingled materials (nearly \$185,000 more than the facility's operating expenses), provided recycling education and offered facility tours to 4,376 visitors. Councilmember Marilyn Praisner, center, presented proclamations to Dan Locke (to her left), the division chief of the Division of Solid Waste Services, and Jim Harkins (to her right), director of the Maryland Environmental Service.

***MONTHLY REPORT  
JANUARY 2008***



*Printed on Recycled and Recyclable Paper*

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## **OVERVIEW**

### **Tonnage at a Glance**

The following table shows key material flows during the current month, fiscal year to date (FY Total), and current calendar month in the two prior fiscal years. (County fiscal year 2008 began July 1, 2007.)

<b>FACILITY</b>	<b>Jan FY08</b>	<b>FY08 Total</b>	<b>Jan FY07</b>	<b>Jan FY 06</b>
Materials Recycling Facility <sup>(1)</sup>	8,588 tons	56,420 tons	8,849 tons	8,837 tons
Brunswick Landfill Facility <sup>(2)</sup>	19,036 tons	157,952 tons	22,044 tons	21,390 tons
Resource Recovery Facility <sup>(3)</sup>	46,904 tons	337,329 tons	52,081 tons	58,076 tons
Yard Trim Compost Facility	6,857 tons	53,249 tons	3,839 tons	11,411 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

### **Revenue Analysis and Systems Evaluation**

During January, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in January;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for January 2008 totaling \$1,350,873.26 (an increase of \$32,602.85 over January 2007);
- Updated the Aging Report (30-day arrearage was \$15,361.01 as of February 6, 2008);
- Reconciled January 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Prepared and mailed 223 six-month hauler/collector tonnage report forms and instruction letters for the period of July 1 through December 31, 2007;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Continued review and analysis of the FY09 Budget submission; and
- Analyzed and compiled fiscal data for the second quarter budget analysis with the Office of Management and Budget.

## **CITIZEN COMMITTEES**

**Dickerson Area Facilities Implementation Group (DAFIG)** – DAFIG met on December 11, 2007. There was a quorum; topics discussed included the Draper Property, Site 2 ponds, Alleghany Power, and Ambient Environmental Monitoring. The next DAFIG meeting will be held on Tuesday, March 11, 2008, at the Gothic Barn in Dickerson.

**Solid Waste Advisory Committee (SWAC)** – SWAC held its regular monthly meeting on Tuesday, January 8, in the Executive Office Building Lobby Level Auditorium. Nine SWAC members, three County staff, and three guests were in attendance. County staff updated SWAC members on the County's yard trim.

## **COLLECTIONS**

**News** – On January 2, Sherwood Forest/Drumeldra Hills (446 units) joined our ongoing list of residents receiving County refuse service. There were no problems with the start-up.

### **Resident Missed Collection Complaints:**

January 2008 Miss Total	147
January 2007 Miss Total	181
Difference	-34

### **Call Center:**

Calls received	3,553
Voicemails received	1,344
Emails received	1,543
Bulk trash requests	1,293
Scrap metal requests	1,300
Blue bin requests	744
Blue cart requests	198

### **Public Outreach:**

- **Survey Cards:**

The Up County field staff and our Public Service Worker distributed 682 survey cards in January and received 8.8% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	57%	9%	17%	1%	16%
County Staff	58%	23%	18%	0%	1%
Collection Contractors	19%	57%	4%	1%	19%

- **Comments from Survey Cards:**

"Why is the information in Spanish in Montgomery County United States of America? Especially Spanish was prominently before English."

"I need to get more information so I can recycle a little more actively."

"Trash pick-up is outstanding and very punctual."

"Excellent program—I really like the large paper recycling carts and the redesigned taller bins for plastic."

"Collection crew seems to be determined to break recycling bins and trash cans the way they smash them around."

"You have incompetent people working for you. They place the bin in the street or in the middle of the driveway and they get hit."

- **Website Survey:**

For the month of January, 16 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, crews, and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	60.0%	33.3%	0.0%	6.7%	0.0%
County Staff	73.4%	13.3%	13.3%	0.0%	0.0%
Recycling Crews	63.0%	25.0%	6.0%	6.0%	0.0%

- **Comments from Website Surveys:**

"Although I have never had problems with pick ups, I have had trouble figuring out days when the service will not occur because of holidays. I have had times where collection happens normally and others where it was delayed a week."

"I just had a refrigerator picked up. The process was clean and efficient! Being able to take care of everything on-line was great and your contact person was friendly and personable, even in an email! Thank you!"

"You picked up a dehumidifier from my house as requested. I was relieved not to have to haul it all the way to Rockville."

"Montgomery County has one of the best recycling programs that I am aware of. The staff is so friendly, helpful, and quick to respond to any question or concern. They are also very informative; the emailing of changes to service is always on point."

"You guys are great—both when you pick-up in our neighborhood and when we visit your transfer station up near Shady Grove and Rockville Pike."

"By comparison with our surrounding counties, I am so proud of our county's recycling program and services. I especially am pleased with the on-line access and prompt responses to the questions or comments that I may have."

#### **Enforcement Actions:**

- One NOV was issued for Accumulation of Solid Waste. Chapter 48-24(b)
- One NOV was issued for leaving a Collection Vehicle Unattended, Chapter 48-23

#### **Beauty Spot Monitoring:**

	Number of Users Per Day	Attempted Non County Users Per Day	Attempted Yard Trim Users Per Day	Attempted Scrap Metal Users Per Day	Attempted Unacceptable Material Users Per Day
Damascus	50	1.0%	1.0%	5.1%	1.0%
Poolesville	80	1.2%	2.5%	12.5%	1.7%

#### **Website:**

The following is information gathered from the Montgomery County Solid Waste website through the month of January:

##### Email List Memberships

Topic	Members	New Sign-Ups
Holiday Reminder	12,366	392
HHW Announcements	3,070	68
Newsletter Helper	1,315	30
Facility Updates	734	19

##### Solid Waste Services Website

Unique Visitors	46,664
Page Loads	140,624

### Live Chats

Live	45
Missed	13

### Most Popular Web Pages

1. How to recycle/dispose of...
2. Holidays
3. Transfer Station
4. Christmas Trees
5. Curbside Recycling
6. Bulk Trash
7. Latex Paint
8. Household Hazardous Waste
9. Trash Collections
10. Recycling Collections

### Email & Live Chat Comments:

Our email subscription lists invite communication. In response to our Martin Luther King, Jr. Day holiday announcement:

"Thanks SO MUCH for your email that prompted my questions and for your PROMPT response."

### From Live Help:

"I was thoroughly impressed by the speed and level of service I received. The person with whom I was chatting was not only knowledgeable, but to my surprise also found a way to express friendliness in the chat. I was pleased to find that Live Chat was an option for communicating with you and was even more pleased when the service was so competent. Thank you! Please keep it up!"

## **WASTE MINIMIZATION**

Product Recycled	Approximate weight recycled in January 2008 (tons)
Computers	80 tons
TVs	39 tons
Fire Extinguishers	0 tons
Propane Tanks	1 ton
Textiles	9 tons
Construction Materials (Don't Dump – Donate)	10 tons
Vehicle Batteries	17 tons

## **HAZARDOUS WASTE PROGRAMS**

**Household Hazardous Waste (HHW) Collection** – We had 6,063 patrons and solidified 64 cubic yards of paint this month.

**Small Quantity Generator/ECOWISE Program** – There were 12 ECOWISE participants this month.

## **WASTE REDUCTION**

**Bicycle Recycling** – “Bikes for the World” restored and shipped 1.80 tons of bikes in January to countries worldwide.

**Paint Recycling** – The HHW Free Paint program gave away 1,125 gallons of paint to Honduras this month.

**Straight Vegetable Oil (SVO) Recycling** – The SVO website to match people who have SVO powered vehicles with SVO generators is up and running. It was previously featured on WAMU 88.5 FM radio and WUSA Channel 9 News. To hear both segments go to [www.montgomerycountymd.gov/veggieoil](http://www.montgomerycountymd.gov/veggieoil). The site has grown from one “Oil Offer” in September to nine for a total of 23 members (generators and users).

## **AIR PERMITS AND ENVIRONMENTAL PROGRAMS**

**Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions** – The CEMS indicated no instance of stack gas concentration exceeding any permit limitation during January.

**Oaks Landfill Air Emissions and Energy Recovery** – SCS Engineers, Inc., continue to conduct monthly gas sampling and analysis at the Oaks Landfill under an Engineering Services Contract. Methane concentrations were sampled seven times (twice on January 21 at the blower inlet, once on January 22 at the blower inlet; twice on January 21 and January 22 at the flare inlet). Methane concentration averaged 41.6% by volume. Gas flow rate, measured three times at the flare inlet (twice on January 21 and once on January 22) averaged 1,051 scfm. All same-day measurements were at least two hours apart.

**TES Contract (Weather Station)** – All of the instrumentation worked normally in January. Data recovery for all parameters was 100% for the month. The total rainfall for the month was 1.58 inches.



## **WASTE REDUCTION AND RECYCLING**

**Public Education and Outreach** – Work continues on a number of projects to raise awareness of the various recycling programs available to residents. The winter issue of the Civic and Community Leader newsletter was mailed to all homeowner and community associations in mid-January. Notification of the filing deadlines for the multi-family and business Annual Recycling and Waste Reduction Reports began in January. Staff participated in an on-air interview in Spanish on Radio America WACA 1540AM and taped an interview on Clear Channel's Sunday morning community affairs program providing an update on the County's recycling efforts and details about the reporting requirements.

**On-Site Composting and Waste Reduction Activities** – The Division will have an exhibit at the Landscape Contractors Association of Maryland-Virginia-DC's annual Winter Workshop in February to encourage lawn care service companies and landscape contractors to grasscycle and provide information to their customers. Staff began scheduling composting and grasscycling workshops for this spring at local nurseries, garden stores, and libraries. These workshops will provide participants with on-site demonstrations and information on how to compost and grasscycle.

**Recycling Investigations Unit** – Since the unit was established, 9,509 site visits and 1,736 formal investigations have been conducted. In January, 75 NOV's were issued for infringements against the recycling regulations and Chapter 48. Two citations were issued to businesses for failing to properly maintain the premises by allowing solid waste to be stored outside of storage containers.

**Commercial Recycling and Waste Reduction** – In January, the SORRT Program conducted 964 on-site visits of businesses and participated in 7 educational events that reached 622 people. Staff resolved 8 complaints, delivered 2,095 recycling bins to small businesses, and responded to 92 requests for information ranging from requests for educational materials to presentations for property managers, tenants, and employees. The SORRT team is currently conducting re-evaluations of the recycling programs at 11 Montgomery County Public Schools that did not receive a passing grade for their first recycling evaluation. Work also began on verifying calendar year 2007 Annual Business Recycling and Waste Reduction Reports. Staff contacted 78 large businesses to remind them of their February 1 filing deadline. Reminder notices regarding the March 1, 2008, deadline for submitting the 2007 recycling reports will be mailed to all medium and selected small businesses and property managers in mid-February.

**Multi-Family Recycling and Waste Reduction** – The TRRAC Program conducted 345 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. Staff participated in 5 multi-family resident education events that reached 105 people and resolved 3 resident complaints. The January 2008 TRRAC newsletter was mailed to property representatives, updating them on the County's new television recycling program, fiscal year 2007 recycling achievements, and encouraging them to think ahead to Earth Day events that will improve their recycling programs and motivate their residents. Staff responded to 68 requests for information, many of them

regarding the Multi-Family Annual Recycling Report and mailed 639 recycling report reminder notices to properties to remind them to submit their report by the February 1 deadline. Field verification of the annual recycling reports, to ensure the information submitted on the reports is accurate, began. Staff received and reviewed draft reports on the following studies: update of the recyclable material weight conversion table for the multi-family sector and a study to determine the optimal distance between common recycling collection container areas and multi-family dwelling units. Planning began for the second multi-family recycling seminar, which will be held in late March, to educate property managers on how to ensure their recycling programs are in compliance with the recycling regulations. Planning began for the multi-family engineering study to measure the impact of different in-unit recycling bins (containers) on resident recycling participation at multi-family properties. This study will begin in February.

**Mixed Paper Recycling** – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

**Volunteer Activities** – Four volunteers provided approximately 62 hours of their time to support recycling activities in January: 1 volunteer recycling block captain contributed two hours of time to disseminate information to 25 residents in Bethesda, and 3 volunteers provided 60 hours of office assistance. In addition, the volunteer program recruited 1 new volunteer and 18 prospective volunteers. The orientation session scheduled for January 17 was postponed due to snow and has been rescheduled for February 6, 2008.

## **PILOT PROGRAMS**

**Cooperative Collection/Alternative Collection** – The SORRT program continues to monitor the progress of the Bethesda Cooperative Collection site. Quizno's, one of the original participants, has decided to leave the program. The staff is working with a potential participant that could replace Quizno's and is currently monitoring recycling and waste volumes to determine pricing and level of service information.

The Silver Spring Cooperative Collection Program has experienced changes as well. In December, Innovative Business Interiors, one of the original participating businesses, relocated and, therefore, left the program. The recycling and refuse collection service costs for this business were distributed equally amongst the remaining businesses without a significant negative impact on their current costs. The staff continues to monitor the project to determine if the level of service should be reduced.

**Multi-Family Recycling and Refuse Collection Project** – Staff continues to monitor the five multi-family properties in Silver Spring and assist the property managers with improving their recycling programs and educating residents to ensure they recycle all of the required recyclable materials.

## **FACILITY ACTIVITIES**

**Resource Recovery Facility (RRF)** – The RRF processed a total of 46,904 tons, or 1,513 tons per day. Trash deliveries averaged 9,947 tons per week during January. The month began with Unit #1 out of service for a tube leak repair at the roof of the unit. The repairs were made and the unit was returned to service on January 2. Also on that day, an air ejector steam supply problem caused the turbine to trip as it lost vacuum. The problem was corrected in approximately 25 minutes. On January 19, Unit #3 was removed from service due to low MSW flow; on January 22 Unit #3 began its scheduled outage which included the replacement of the evaporator tubes.

There were no OSHA recordable incidents this month.

There was no Max Gen emergency issued, and there was a need to purchase electricity on January 2.

There were no Code Orange or Code Red days forecasted during the month.

The following environmental activities occurred:

- Submitted the December 2007 Water Supply Monthly Operating Report to MDE.
- Submitted results of the annual stack testing to MDE. The report indicated full compliance with all Title V emission limits.
- Submitted the fourth quarter 2007 Operations and Emissions Report to MDE.
- Submitted the Semiannual Report (second half 2007 calendar year) as required by 40 CFR 60 Subpart Cb to EPA Region III and MDE.
- Submitted the Semiannual Monitoring (Sixmon) Report (2<sup>nd</sup> half 2007) to MDE.
- Submitted the 2007 Sewage Sludge Annual Generators Report to MDE.
- Submitted the fourth quarter 2007 National Pollution Discharge Elimination System Monitoring Report to MDE.
- Completed a Performance Track Environmental Management System review.
- Notified and provided report to MDE of spill and clean up that occurred on January 5.

**Materials Recovery Facility (MRF)** – Approximately 2,210 tons of commingled material were shipped out and approximately 6,377 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility this month. The County Council issued a proclamation to DSWS, recognizing the Recycling Center's receipt of the Solid Waste Association of North America Waste Reduction, Recycling and Composting Division's 2007 Recycling Systems Gold Excellence Award (picture on cover). The equipment dealer indicated that the new Komatsu wheel loader will be delivered in early February. The belt on the eddy current conveyor was replaced.

**Oaks Landfill** – On behalf of the Northeast Maryland Waste Disposal Authority (NMWDA) and DSWS, SCS Engineers submitted the Permit to Construct Application to MDE on January 15 for the Landfill Gas-to-Energy project. Additional information will be provided in future monthly reports.

**Gude Landfill** – On behalf of NMWDA and DSWS, SCS Engineers submitted the Permit to Construct Application to MDE on January 15 for the Landfill Gas-to-Energy project. Additional information will be provided in future monthly reports.

The revised storm water management design concept for the Gude Landfill Yard Trim Processing Facility has been submitted to the Department of Permitting Services for review.

**Solid Waste Transfer Station** – Covanta shipped via rail 45,868 tons of processible waste from the Transfer Station to the RRF; 706 fewer tons than shipped in January 2007.

The inbound radiation detectors had 17 alarms – 1 false alarm (an alarm that could not be re-verified), 4 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 12 alarms identified as low levels of medical isotopes with short half-lives in trash.

The improvements project at the Transfer Station is virtually complete. DSWS was issued the Building Permit/Use and Occupancy Certificate and is waiting to schedule a small ribbon cutting ceremony. The only remaining item is the overhead sign structure for the scale facility on the Shady Grove truck entrance.

**Transfer Station Enforcement** – Under Chapter 48 of the Montgomery County Code, 15 citations and 4 verbal warnings were issued for non-compliance with County licensing provisions, 4 citations were issued for expired or outdated collector's tags, and 4 citations were issued for cardboard mixed with waste for disposal.

**Site 2 Landfill Properties** – Work to breach the embankment of the two ponds scheduled for abandonment during FY08 is almost complete; however, the bottom contour of one pond is not draining completely and seeding for final stabilization will occur when there are suitable weather conditions.

**Yard Trim Compost Facility** – The facility received 6,857 tons of material for composting; this is 3,018 more tons than the same period last year. No material was diverted to back-up composting facilities.

In January, 1,957 cubic yards of bulk LeafGro™ were shipped to distributors. This compares with 1,400 cubic yards for the same period last year. There were 828 cubic yards of Linden Farm Humus sold; this compares with 36 cubic yards for the same period last year.

**Bagging Operation** – 13,400 bags were shipped to distributors. This compares with 2,000 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In January, no 1-cubic foot bags were sold.

## **OUT-OF-COUNTY HAUL**

**Brunswick County, Virginia** – Approximately 14,459 tons of ash residue and 4,576 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

**Tuscarora, Maryland** – No wood waste was shipped to Butler Tree Service in January 2008. DSWS began processing large diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on site.

**Laurel, Maryland** – No asphalt was shipped to the Recycling Center in Laurel, Maryland, for recycling in January.

# GENERAL INFORMATION

## Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	301-840-2370 (County Office) 301-590-1032 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	301-840-2701 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	<a href="http://www.montgomerycountymd.gov/solidwaste">www.montgomerycountymd.gov/solidwaste</a> <a href="http://www.montgomerycountymd.gov/recycling">www.montgomerycountymd.gov/recycling</a> <a href="http://www.montgomerycountymd.gov/hazardouswaste">www.montgomerycountymd.gov/hazardouswaste</a> <a href="http://www.montgomerycountymd.gov/useitagain">www.montgomerycountymd.gov/useitagain</a> <a href="http://www.montgomerycountymd.gov/yardtrim">www.montgomerycountymd.gov/yardtrim</a> <a href="http://www.montgomerycountymd.gov/veggieoil">www.montgomerycountymd.gov/veggieoil</a>

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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## SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	528,187 (FY07)
Latest Recycling Rate Reported in Montgomery County	43.2% (FY07)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Dickerson Yard Trim Compost Facility	<p>Operations are limited to receipt of 77,000 tons per fiscal year under the Sugarloaf Settlement Agreement.</p> <p>In FY07, 69,032 tons of yard trim were received at the Dickerson Facility.</p> <p>(An additional 8,247 tons of yard trim received in FY07 were sent to back-up composting facilities, for a total of 77,279 tons received during the fiscal year.)</p>
# Residences receiving trash collection by County contractors	89,902
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,263
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

## GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DSWS	Division of Solid Waste Services
EPA	United States Environmental Protection Agency
FY	Fiscal Year
HHW	Household Hazardous Waste
MES	Maryland Environmental Services
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
RFP	Request For Proposal
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums